

AGENDA

COMMITTEE ON HUMAN RESOURCES/INSURANCE

January 23, 2008

**Aldermen Gatsas, Lopez,
Pinard, Shea, Garrity**

5:00 PM

**Aldermanic Chambers
City Hall (3rd Floor)**

1. Chairman Gatsas calls the meeting to order.
2. The Clerk calls the roll.
3. Communication from Virginia Lamberton, Human Resources Director, submitting an ordinance amendment providing for changes in title and salary grades pursuant to recent union contracts for Police and Fire positions.
Gentlemen, what is your pleasure?
4. Communication from Virginia Lamberton, Human Resources Director, advising of a recent audit of positions at the Library, and submitting an ordinance amendment providing for increases in salary grades for Library Clerk I and Library Clerk II positions.
Gentlemen, what is your pleasure?
5. Communication from Virginia Lamberton, Human Resources Director, requesting the establishment of two new part time security officer positions in the Welfare Department.
Gentlemen, what is your pleasure?
6. Communication from Virginia Lamberton, Human Resources Director, regarding a reorganization of the City Clerk's office, to be submitted at the meeting if available.
Gentlemen, what is your pleasure?
7. If there is no further business a motion is in order to adjourn.



CITY OF MANCHESTER

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065
www.ManchesterNH.gov



January 10, 2008

Alderman Ted Gatsas, Chairman
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Dear Alderman Gatsas and Members of the Committee:

If you will recall, during the negotiating process, certain unions were granted one grade up and two steps back. A few of the job titles in those unions are in other areas of the City. In order to have our systems and class specifications reflect the difference in salary grades, I am requesting that you approve the change in title for the following classifications:

Custodial Services Supervisor – Police New Class Code 5011	Salary grade 18
Equipment Maintenance Superintendent I- Police New Class Code 5571	Salary grade 21
Equipment Maintenance Superintendent II – Fire New Class Code 5581	Salary grade 22
Equipment Mechanic II – Fire New Class Code 5541	Salary grade 18

Your approval to make these changes will allow this office and the payroll system the ability to distinguish the approved salary grades between the departments.

Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton
Human Resources Director

Attachments

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City of Manchester New Hampshire

In the year Two Thousand and eight

AN ORDINANCE

“Amending Sections 33.024, 33.025 (Custodial Services Supervisor – Police, Equipment Maintenance Superintendent I-Police, Equipment Maintenance Superintendent II-Fire, & Equipment Mechanic II-Fire) of the Code of Ordinance of the City of Manchester.”

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.024 CLASSIFICATION OF POSITION be amended as follows:

Change classification title for Custodial Services Supervisor-Police, Class Code 5011
Equipment Maintenance Superintendent I-Police, Class Code 5571,
Equipment Maintenance Superintendent II-Fire, Class Code 5581 &
Equipment Mechanic II-Fire, Class Code 5541

SECTION 33.025 COMPENSATION OF POSITION be amended as follows:

Change grades for Custodial Services Supervisor-Police, Class Code 5011, Grade 18,
Equipment Maintenance Superintendent I-Police, Class Code 5571, Grade 21,
Equipment Maintenance Superintendent II-Fire, Class Code 5581, Grade 22 &
Equipment Mechanic II-Fire, Class Code 5541, Grade 18

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

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Update



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Custodial Services Supervisor - Police
Class Code Number	5011

General Statement of Duties

Manages and supervises the custodial cleaning function for schools and municipal buildings.

Distinguishing Features of the Class

The principal function of an employee in this class is to oversee the attainment of clean, safe, orderly and pleasant environments within municipal buildings. The work is performed under the supervision and direction of the Public Building Services Director but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of the Custodial Program. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in an office environment and municipal buildings managing custodial services.

Examples of Essential Work (illustrative only)

- Supervises, plans, organizes and directs custodial services within schools and municipal buildings;
- Prioritizes jobs and distributes assignments;
- Inspects all completed work;
- Trains staff in job duties;
- Assures maintenance of supplies and equipment used in custodial operations;
- Assures physical support to custodial staff in the completion of their duties;

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- Makes recommendations on how to better structure job duties towards reaching the goal of clean and safe municipal buildings;
- Assures needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification;
- Coordinates school functions with custodial services;
- Maintains records of oil consumption and coordinates with School Department.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Comprehensive knowledge of custodial maintenance operations and procedure;
- Thorough knowledge of all equipment and supplies related to facilities maintenance, including chemicals used for cleaning;
- Substantial knowledge of facilities maintenance operations and procedures;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to supervise, train, coordinate and evaluate the work of others;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Considerable experience in custodial operations; and
- Two (2) years supervisory experience;

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- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Valid New Hampshire Driver's License.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform janitorial duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to use a range of arm movements necessary to complete cleaning duties;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various work sites throughout the municipal buildings at heights, on ladders, roofs and outside during extreme summer and winter conditions.

Approved by: _____ Date: _____

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Update



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Equipment Maintenance Superintendent I - Police
Class Code Number	5571-21

General Statement of Duties

Supervises mechanical repair and maintenance work on City vehicles, equipment and related facilities; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure City vehicles and related equipment are kept in operable condition. The work is performed under the supervision and direction of an assigned supervisor but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Equipment Mechanic I and related support personnel. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in a maintenance shop and at various work sites throughout the City, including repairing equipment at field work locations. An employee in this class may also be required to handle and/or manage hazardous waste and if so, appropriate training will be provided annually.

Examples of Essential Work (illustrative only)

- Supervises, trains, evaluates and coordinates the work of Equipment Mechanics in the repair and maintenance of all assigned vehicles, equipment and related;
- Provides technical advice to maintenance staff in complex repair situations;
- Develops and implements a preventative maintenance program for all vehicles and equipment;
- Writes specifications for vehicles, equipment, outside repairs and related supplies;
- Participates in budget process by providing information relating to vehicle and equipment maintenance, repair and purchasing;

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- Demonstrates proper safety methods and practices and oversees shop operations to ensure adherence to all guidelines;
- Maintains thorough and accurate records of all repair activities;
- Performs complete repair and maintenance of City vehicles, including routine service, engine overhauls, transmission, electrical system diagnostic, heating and air systems, body work, brake and frame maintenance, suspension, tires and related;
- Documents identified problems and diagnoses basic mechanical problems and repairs or replaces defective parts;
- Discusses vehicle problems with operators in order to identify problems and explain what work may be required;
- Inspects, tests and repairs vehicle electrical charging systems such as alternators, regulators and batteries;
- Performs service calls for stalled vehicles as needed;
- Completes a schedule of preventative maintenance by testing equipment to ensure readiness for use;
- Prioritizes repairs to be completed based on adequate coverage of services to ensure that there is minimal disruption to work services;
- Performs structural and equipment repair and maintenance at related facilities;
- Maintains records on maintenance activities;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p align="center">Required Knowledge, Skills and Abilities (at time of appointment)</p>
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- Comprehensive knowledge of the modern principles, practices, methods, tools, materials and diagnostic equipment associated with the maintenance and repair of vehicles;
- Comprehensive knowledge of the principles, practices and operations of internal combustion engines, both gasoline and diesel;
- Comprehensive knowledge of electronics and computer systems in automotive vehicles and equipment;
- Comprehensive knowledge of the principles and practices of automotive hydraulics and hydraulic systems repair;
- Comprehensive knowledge of the servicing and repair of air brakes and systems;
- Comprehensive knowledge of power steering and automotive air conditioning controls and systems;
- Comprehensive knowledge of both manual and automatic transmission operations and repair;
- Comprehensive knowledge of differential assembly repair and maintenance;
- Comprehensive knowledge of repair methods of suspension systems;

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- Comprehensive knowledge of safety precautions and procedures relating to mechanical equipment repair and maintenance operations;
- Skill in the use and maintenance of tools employed in all phases of vehicle maintenance and repair;
- Ability to train, supervise, evaluate and coordinate the work of others;
- Ability to diagnose mechanical and automotive malfunctions and determine appropriate maintenance and repair needed;
- Ability to read and follow wiring and related diagrams;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School, supplemented by training in automotive repair; and
- Considerable experience in vehicle and equipment maintenance and repair; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Class B CDL.
- Various ASE Certifications preferred.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor equipment and vehicles;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to use all tools associated with equipment maintenance;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various works sites throughout the City.

Approved by: BMA

Date: Feb 21, 2006

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Update



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Equipment Maintenance Superintendent II - Fire
Class Code Number	5581 - 22

General Statement of Duties

Supervises mechanical repair and maintenance work on vehicles and heavy equipment associated with large civic construction projects; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure City vehicles and related equipment are kept in operable condition. The work is performed under the supervision and direction of the Chief of Street Operations or other assigned supervisor but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Equipment Service technician I and II, Equipment Mechanic I and II and Shop Supervisor. This class is distinguished from the class of Equipment Maintenance Superintendent I by the responsibility for large scale civic construction equipment. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in a maintenance shop and at various work sites throughout the City, including repairing equipment at field work locations. An employee in this class may also be required to handle and/or manage hazardous waste and if so, appropriate training will be provided annually.

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Examples of Essential Work
(illustrative only)

- Supervises, trains, evaluates and coordinates the work of Equipment Mechanics in the repair and maintenance of all heavy equipment used in civic construction projects, including single and tandem axle trucks, motor patrols, loaders, motor graders, backhoes, truck or tractor and trailer combinations, low-boy, self propelled roller, snowblowers, pavers, planers, bulldozers, street sweepers, power shovels, cranes, deadlines, clam shells and related;;
- Provides technical advice to maintenance staff in complex repair situations;
- Develops and implements a preventative maintenance program for all heavy equipment and vehicles;
- Writes specifications for vehicles, equipment, outside repairs and related supplies;
- Participates in budget process by providing information relating to vehicle and equipment maintenance, repair and purchasing;
- Demonstrates proper safety methods and practices and oversees shop operations to ensure adherence to all guidelines;
- Maintains thorough and accurate records of all repair activities;
- Oversees all buildings within the Highway Department, including coordinating repairs and inspecting completed work;
- Performs complete repair and maintenance of heavy equipment used in civic construction projects, including single and tandem axle trucks, motor patrols, loaders, motor graders, backhoes, truck or tractor and trailer combinations, low-boy, self propelled roller, snowblowers, pavers, planers, bulldozers, street sweepers, power shovels, cranes, deadlines, clam shells and related;
- Performs complete repair and maintenance of City vehicles, including routine service, engine overhauls, transmission, electrical system diagnostic, heating and air systems, body work, brake and frame maintenance, suspension, tires and related;
- Documents identified problems and diagnoses basic mechanical problems and repairs or replaces defective parts;
- Discusses vehicle problems with operators in order to identify problems and explain what work may be required;
- Installs specialized components to heavy equipment used in Highway and Airport operations;
- Performs structural and equipment repair and maintenance at related facilities;
- Completes fabrications on vehicles and heavy equipment and designs and builds specialized items as requested;
- Inspects, tests and repairs vehicle electrical charging systems such as alternators, regulators and batteries;
- Performs service calls for stalled vehicles as needed;
- Completes a schedule of preventative maintenance by testing equipment to ensure readiness for use;
- Performs welding duties as applied to heavy equipment, including the fabrication, repair and replacement of metal parts;
- Cuts metal and related items using an oxy-acetylene torch;
- Prioritizes repairs to be completed based on adequate coverage of services to ensure that there is minimal disruption to work services;

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- Performs structural and equipment repair and maintenance at related facilities;
- Maintains records on maintenance activities;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Comprehensive knowledge of the modern principles, practices, methods, tools, materials and diagnostic equipment associated with the maintenance and repair of vehicles and construction equipment;
- Comprehensive knowledge of the principles, practices and operations of internal combustion engines, both gasoline and diesel;
- Comprehensive knowledge of electronics and computer systems in automotive vehicles and equipment;
- Comprehensive knowledge of the principles and practices of automotive hydraulics and hydraulic systems repair;
- Comprehensive knowledge of the servicing and repair of air brakes and systems;
- Comprehensive knowledge of power steering and automotive air conditioning controls and systems;
- Comprehensive knowledge of both manual and automatic transmission operations and repair;
- Comprehensive knowledge of differential assembly repair and maintenance;
- Comprehensive knowledge of repair methods of suspension systems;
- Comprehensive knowledge of safety precautions and procedures relating to mechanical equipment repair and maintenance operations;
- Skill in the use and maintenance of tools employed in all phases of vehicle maintenance and repair;
- Ability to supervise, train, evaluate and coordinate the work of others;
- Ability to diagnose mechanical and automotive malfunctions and determine appropriate maintenance and repair needed;
- Ability to read and follow wiring and related diagrams;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;

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- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED, supplemented by training in automotive repair; and
- Extensive experience in heavy equipment maintenance and repair with some supervisory role; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- On-call status;
- Class B CDL.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor equipment and vehicles;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to use all tools associated with equipment maintenance;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various works sites throughout the City.

Approved by: _____ Date: _____

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Update



City of Manchester, New Hampshire

Class Specification

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Class Title	Equipment Mechanic II - Fire
Class Code Number	5541-18

General Statement of Duties

Completes mechanical repair and maintenance work on vehicles and heavy equipment associated with large civic construction projects; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure City vehicles and related equipment are kept in operable condition. The work is performed under the supervision and direction of the Equipment Maintenance Superintendent II, Shop Supervisor or other assigned supervisor but considerable leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Equipment Mechanic I by performing mechanical duties on large scale civic construction equipment. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, outside contractors and the public. The principal duties of this class are performed in a maintenance shop and at various work sites throughout the City, including repairing equipment at field work locations. An employee in this class may also be required to handle and/or manage hazardous waste and if so, appropriate training will be provided annually.

Examples of Essential Work (illustrative only)

- Performs complete repair and maintenance of heavy equipment used in civic construction projects, including single and tandem axle trucks, motor patrols, loaders, motor graders, backhoes, truck or tractor and trailer combinations, low-boy, self propelled roller, snowblower, pavers, planers, bulldozers, street sweepers, power shovels, cranes, draglines, clam shells and related;

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- Performs complete repair and maintenance of City vehicles, including routine service, engine overhauls, transmission, electrical system diagnostic, heating and air systems, body work, brake and frame maintenance, suspension, tires and related;
- Documents identified problems and diagnoses basic mechanical problems and repairs or replaces defective parts;
- Discusses vehicle problems with operators in order to identify problems and explain what work may be required;
- Installs specialized components to heavy equipment used in Highway and Airport operations;
- Performs structural and equipment repair and maintenance at related facilities;
- Completes fabrications on vehicles and heavy equipment and designs and builds specialized items as requested;
- Inspects, tests and repairs vehicle electrical charging systems, including alternators, regulators and batteries;
- Performs service calls for stalled vehicles as needed;
- Completes a schedule of preventative maintenance by testing equipment to ensure readiness for use;
- Performs welding duties as applied to heavy equipment, including the fabrication, repair and replacement of metal parts;
- Cuts metal and related items using an oxy-acetylene torch;
- Prioritizes repairs to be completed based on adequate coverage of services to ensure that there is minimal disruption to work services;
- Performs structural and equipment repair and maintenance at related facilities;
- Maintains records on maintenance activities;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>

- Thorough knowledge of the modern principles, practices, methods, tools, materials and diagnostic equipment associated with the maintenance and repair of vehicles and construction equipment;
- Thorough knowledge of the principles, practices and operations of internal combustion engines, both gasoline and diesel;
- Thorough knowledge of electronics and computer systems in automotive vehicles and equipment;
- Thorough knowledge of the principles and practices of automotive hydraulics and hydraulic systems repair;
- Thorough knowledge of the servicing and repair of air brakes and systems;
- Thorough knowledge of power steering and automotive air conditioning controls and systems;

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- Thorough knowledge of both manual and automatic transmission operations and repair;
- Thorough knowledge of differential assembly repair and maintenance;
- Thorough knowledge of repair methods of suspension systems;
- Thorough knowledge of safety precautions and procedures relating to mechanical equipment repair and maintenance operations;
- Skill in the use and maintenance of tools employed in all phases of vehicle maintenance and repair;
- Ability to diagnose mechanical and automotive malfunctions and determine appropriate maintenance and repair needed;
- Ability to read and follow wiring and related diagrams;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED, supplemented by training in heavy equipment and automotive repair; and
- Considerable experience in vehicle and equipment maintenance and repair; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- On-call status;
- Class B CDL with air brakes. (Individuals that are hired by the Airport, Parks and Water Departments may be employed without the CDL. However those individuals must attain the Class B CDL with air brakes within the first six months of employment)

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor equipment and vehicles;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to use all tools associated with equipment maintenance;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various works sites throughout the City.

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Approved by: _____ Date: _____

Revision Approved by: BMA Date: 9/4/01

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CITY OF MANCHESTER

Human Resources Department

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November 28, 2007

Alderman Ted Gatsas, Chairman
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Request for Reallocation
Library Clerk I and II's

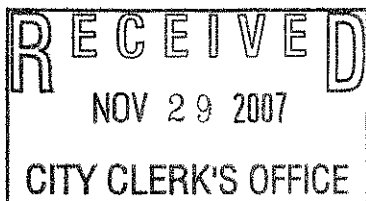
Dear Alderman Gatsas and Members of the Committee:

In early September, 2007, Denise van Zanten, Library Director, requested that this office conduct position reviews of the Library Clerk I and Library Clerk II positions for the purpose of reallocating the positions to higher salary grades. As normal protocol dictates, the twelve incumbents completed position questionnaires. The position questionnaires were reviewed by supervisory personnel as well as the Director to ensure accuracy of the duties and responsibilities. Once that was completed, desk audits were performed at both Libraries.

Once the desk audits were completed, detailed reports were done on the positions. In addition to reviewing the level of the duties assigned to the Library Clerk I and II classifications, a comparison is made of other positions in the City that are at the same salary grades, the requested salary grades and lower salary grades. As a matter of information, the Library Clerk I is at a salary grade 8. The Library Clerk II is at a salary grade 9. There is only one classification at a lower salary grade and that is a School Crossing Guard at a salary grade 7. There are two classifications at a salary grade 8. They are Custodian and, Library Clerk I. On the City side, there is only one classification at a salary grade nine (9) and that is the Library Clerk II.

This request is to reallocate the Library Clerk I's to a salary grade 10. There are seven (7) other classifications at a salary grade ten (10). They are Courier, Office Assistant, Laborer, Recreation Maintenance Worker (Temp.), Recreational Specialist I, Health Assistant, and Parking Control Officer.

This request also requests that the Library Clerk II's be reallocated to a salary grade eleven (11). There are four classifications at a salary grade eleven (11). They are Customer Service Representative I, Accounting Specialist I, Meter Reader I, and Lifeguard I.



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During the course of the position review, it became increasing apparent that the Library Clerk I and II classifications are not at the proper salary grades. It is confirmed that the Library Clerk I's have duties that go beyond their classifications and level of compensation. In addition to their duties of assisting and dealing with customers (ie greets patrons, answers questions, inputting library cards, checking in and out of materials, assisting patrons in locating items, handling customer complaints, answering telephone calls) the Library Clerk I's in the inter-library loan unit are involved with lending material out not only to patrons and the consortium, but to over 300 other libraries, including international libraries. The Clerks in this unit receive requests from other libraries for materials and/or requests for information. They research the material requested and/or answer questions regarding the material. The Library Clerk I's have to be able to deal in a professional and diplomatic manner with all types of patrons/customers. Over the years there have been problems with some people who use the Library for purposes other than borrowing books. Thus, the establishment of part time Security Officers. Due to minimal staffing at the West Library, the Library Clerk I's have a broader range of duties than others and are required to "pitch" in answering questions etc. when a Librarian is not available. Similarly, the Library Clerk I in the Children's Division keeps track of the Museum passes and deals with problems regarding the passes. This Clerk is also responsible for designing flyers, mail-outs, volunteers gifts etc. etc. This Clerk must also be creative to make prizes and or gifts such as puzzles, bookmarks, certificates etc. etc. for the children.

The Library Clerks II's of which there are two, are responsible for the duties outlined above, but in addition answer higher level requests, supervise staff in the absence of a superior, collects fees, researches costs of replacing lost materials, participates in making up the master schedule and amending as needed due to vacation or sick time, are involved in the hiring of both Clerks and Pages, train new employees, participates in the performance evaluations of Clerk I's and Pages, etc. etc.

In addition to all of the above, the Library has a new sophisticated computer system called Horizon Library System. They also use Microsoft Word, Netscape Communicator, GroupWise, Microsoft Excell, Novu Solutions and Adobe Acrobat.

In summary, in addition to all of the Clerks being knowledgeable about the details of working in a Library, they must all be in constant contact with customers/patrons. These type of duties that are performed on a full time basis by other City employees are typically compensated at a higher salary grade. Therefore, I am recommending that the Library Clerk I's be reallocated from a salary grade eight (8) to a salary grade ten (10). I am also recommending that the Library Clerk II's be reallocated from a salary grade nine (9) to a salary grade eleven (11). The one exception to that is that I am recommending that one Library Clerk I (Young) be reclassified to a Library Clerk II at the new salary grade eleven. The incumbent in this position has a higher level of responsibility than the other Library Clerk I's. In addition to performing the duties of a Library Clerk I, the incumbent in this position spends fifty percent (50%) of her time doing the graphics for the Department. Those duties include organizing and formatting the procedural manual, preparing annual reports, budget reports, the new Library newsletter etc. etc.

Ms. van Zanten indicates in her request letter that she does not have funds available to support the reallocation of the positions for this fiscal year. She proposes that the reallocation take effect July 1, 2008. As a matter of information, the cost per week to support this recommendation is \$933. I would hope that the Board would allow the Library to have funds to compensate these employees prior to July 1, 2008. Funds could be transferred from the Contingency Fund to support these reallocations prior to July 1st upon final approval of the full Board of Mayor and Aldermen. Assuming that this process is completed at the Board meeting on March 4, 2008, the cost would be approximately \$14,928.

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I am attaching proposed updated class specifications for the Library Clerk I and the Library Clerk II for your review and information.

I would be happy to answer any questions that you might have or provide you with any additional information that you might want.

I respectfully request that you approve this request to reallocate the Library Clerk I and Library Clerk II positions to salary grades ten (10) and eleven (11) respectively as well as reclassify one Library Clerk I to a Library Clerk II.

Respectfully submitted,



Virginia A. Lamberton
Human Resource Director

Cc: Denise van Zante, Library Director

Attachments

City of Manchester New Hampshire

In the year Two Thousand and

Seven

AN ORDINANCE

"Amending Sections 33.025 and 33.026 (Library Clerk I & Library Clerk II) of the Code of Ordinances of the City of Manchester."

BE IT ORDAINED, By the Board of Mayor and Aldermen of the City of Manchester, as follows:

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Reclassify Library Clerk I, Class Code 8000 from Grade 9 to Grade 10
non-exempt

Reclassify Library Clerk II, Class Code 8010 from Grade 10 to Grade 11
non-exempt

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows:

Reclassify class specification, Library Clerk I, Class Code 8000 (see attached spec.)

Reclassify Class Specification, Library Clerk II, Class Code 8010 (see attached spec.)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

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City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Library Clerk I
Class Code Number	8000

General Statement of Duties

Provides circulation services to **library customers**; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to **provide excellent customer service to library customers in all circulation functions as described below**. The work is performed under the supervision and direction of an assigned supervisor but some leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other **library employees, city employees** and the general public. The principal duties of this class are performed in a public service environment.

Examples of Essential Work (illustrative only)

- Performs regular and recurring circulation activities **such as checking in and out materials, issuing new library cards and updating existing library registrations, placing requests for materials utilizing an Integrated Library System;**
- **Receives and greets patrons exhibiting a positive, friendly, welcoming demeanor;**
- **Responds to library customer's questions and comments by telephone, mail, fax machine, email or in person. This requires detailed knowledge of departmental operations and regulations;**

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- Collects money, **deposits, fines and fees for library cards and materials** in conformance with established guidelines;
- Resolves **customer service** problems in a courteous and timely manner, or refers patrons to a supervisor;
- **Using Integrated Library System, gathers, assembles, updates or distributes a variety of information, forms, records, reports and data as requested;**
- Performs project assignments as assigned, **not limited to but including collection maintenance tasks, correspondence, resolution In-Transit Materials, U.S Government Document processing and shelving of materials;**
- **Prepares outgoing materials for transport; unpacks and sorts incoming materials;**
- Sort and distribute interdepartmental and U.S. mail;
- Ensures library equipment is in working order, including performing routine maintenance;
- **Screens, visitors, telephone calls, messages, etc. as directed by other library personnel;**
- Uses automated and manual tools to locate and borrow materials from other libraries and to loan items from Department collections;
- **Generates overdue notices, prepares overdue notices for mailing and collects overdue statistics**
- **Timely monitoring and recording of all division materials and supplies needed for requisition by the division head;**
- **Uses a variety of graphics software to produce promotional designs, public relations materials, reports, newsletters and signs for Library.**
- Keeps up to date with new **circulation procedures** and implementation of new policies for circulation division;
- **Coordinates work with other employees involved in customer service delivery. Answers questions of co-workers involving procedure or makes suggestions to assist co-workers in completing tasks for customers;**
- Refers reference inquiries to appropriate library locations or other resources as appropriate;
- Processes materials on hold **and notifies library customers of materials waiting for them;**
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions **relevant to job duties and Integrated Library System, reviews publications to remain current on the principles, practices and new developments in assigned work areas;**
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of departmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification;

Required Knowledge, Skills and Abilities
(at time of appointment)

- **Substantial knowledge of how to operate a personal computer;**
- **Substantial knowledge of library circulation systems and procedures;**

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- Substantial knowledge of library system functions, procedures, policies and organization;
- **Substantial** knowledge of office terminology, procedures and equipment;
- Some knowledge of the materials collection in the library;
- Some knowledge of library reference and youth services systems and procedures;
- Skill in listening and understanding the public service needs and capabilities of the library location;
- Ability to provide courteous customer service in an environment that may at times be stressful;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate an **Integrated Library System** and other applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- **Substantial** keyboard experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of library materials, reports and related materials in both electronic and hard copy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a keyboard and wand as necessary to process library materials;

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- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to transport books and materials from one library location to another.

Approved by: _____ Date: _____

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City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Library Clerk II
Class Code Number	8010

General Statement of Duties

Provides circulation services to **library customers**; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to **provide excellent customer service to library customers in all circulation functions as described below**. The work is performed under the supervision and direction of an assigned supervisor but some leeway is granted for the exercise of independent judgement and initiative. This class is distinguished from the class of Library Clerk I by the performance of supervisory responsibilities. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other **library** employees, **city employees** and the general public. The principal duties of this class are performed in a public service environment.

Examples of Essential Work (illustrative only)

- Performs regular and recurring activities such as checking in and out materials, issuing new library cards and updating existing library registrations, placing requests for materials utilizing an Integrated Library System;
- Receives and greets patrons exhibiting a positive, friendly, welcoming demeanor;
- Oversees circulation services within the library, including, training and coordinating the work of others such as Library Clerk I's, Library Pages, and Volunteers as assigned;
- Can be assigned responsibility for Inter-Library Loan functions of library,

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- preparation and maintenance of division schedule, and debt collection duties at discretion of division head;
- Responds to library customer's questions and comments by telephone, mail, fax machine, email or in person. This requires detailed knowledge of departmental operations and regulations;
 - Collects money for deposits, fines and fees for library cards and materials in conformance with established guidelines;
 - Resolves customer service problems in a courteous and timely manner, or refers patrons to a supervisor;
 - Using Integrated Library System, gathers, assembles, updates or distributes a variety of information, forms, records, reports and data as requested;
 - Performs project assignments as assigned, not limited to but including collection maintenance tasks, correspondence, resolution In-Transit materials, U.S. Government Document processing and shelving of materials;
 - Ensures library equipment is in working order, including performing routine maintenance;
 - Prepares outgoing materials for transport; unpacks and sorts incoming materials
 - Screens visitors, telephone calls, messages, etc as directed by other library personnel;
 - Provides input to Division Head regarding new training and circulation procedures as well as proposed policies for circulation division;
 - Coordinates work with other employees involved in customer service delivery. Answers questions of co-workers involving procedure or makes suggestions to assist co-workers in completing tasks for customers;
 - Refers reference inquiries to appropriate library locations or other resources as appropriate;
 - Processes materials on hold and notifies library customers materials waiting for them;
 - Can perform the duties of a Library Clerk I as necessary to provide timely and effective service to patrons;
 - Uses a variety of graphics software to produce promotional designs, public relations materials, reports, newsletters and signs for Library.
 - Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
 - Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
 - Attends meetings, conferences, workshops and training sessions relevant to job duties and Integrated Library System to remain current on the principles, practices and new developments in assigned work areas;
 - Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of departmental operations and activities;
 - Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Thorough knowledge of how to operate a personal computer;

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- Thorough knowledge of library circulation systems and procedures;
- Thorough knowledge of library system functions, procedures, policies and organization;
- Substantial knowledge of the materials collection in the library;
- Substantial knowledge of library reference and youth services systems and procedures;
- Substantial knowledge of office terminology, procedures and equipment;
- Skill in listening and understanding the public service needs and capabilities of the library location;
- Ability to provide courteous customer service in an environment that may at times be stressful;
- Ability to train and coordinate the work of **other staff in the division**;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a circulation **an Integrated Library System** and other applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some library circulation **experience**; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of library materials, reports and related materials in both electronic and hard copy form;

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- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a keyboard and wand as necessary to process library materials;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to transport books and materials from one library location to another.

Approved by: _____ Date: _____

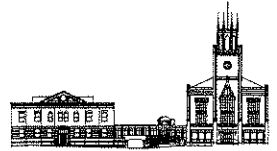
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CITY OF MANCHESTER

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101
Tel: (603) 624-6543 (V/TTY) • Fax: (603) 628-6065
www.ManchesterNH.gov



November 26, 2007

Alderman Ted Gatsas, Chairman
Human Resource and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, New Hampshire 03101

Re: Request for Two Part Time Positions

Dear Alderman Gatsas and Members of the Committee:

On behalf of Paul R. R. Martineau, Commissioner of Welfare, I am requesting the establishment of two new part time Security Officer positions. The Security Officer classification is at a pay grade 16 which is \$12.68 per hour. Due to the schedule when the Department is open to the public, Commissioner Martineau anticipates that each part time Officer will not work more than twenty (20) hours a week and probably less.

Commissioner Martineau is requesting these part time positions due to the increasing number of individuals who present themselves to the Department that have criminal backgrounds, mental health problems, drug addiction and/or gang affiliations. Commissioner Martineau and his staff are concerned about their safety and feel that the presence of a Security Officer will minimize any confrontational situations.

Commissioner Martineau has indicated that he will absorb the cost of the salaries from his budget due to the surpluses that he has had over the years.

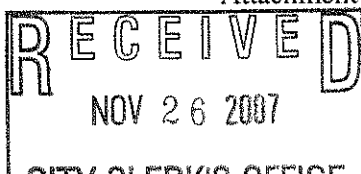
I am attaching a copy of the class specification for Security Officer for your information.

Your favorable approval of this request would be greatly appreciated.

Respectfully submitted,

Virginia A. Lamberton
Human Resource Director

Attachment





City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Security Officer
Class Code Number	1247-12

General Statement of Duties

Performs patrol, investigative and related services to ensure the security, safety, and protection of employees, customers, and assets of the City; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure the security, safety, and protection of employees, customers, and assets of the City against injury, loss, or damage from any preventable cause. The work is performed under the supervision and direction of a supervisor but some leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires that employees in this class establish and maintain effective working relationships with City employees, law enforcement personnel and the public. The principal duties of this class are performed both indoors and outdoors at assigned sites with exposure to inclement weather and unpredictable crisis situations.

Examples of Essential Work (illustrative only)

- Patrols all assigned areas and monitors activity to identify violations and takes appropriate actions, including rectifying the situation through a dialogue with all parties involved as warranted and/or notifying police when appropriate;
- Responds to calls and/or complaints from employees and customers, documenting statements, identifying unsafe or unlawful conditions and taking appropriate action;
- Maintains a highly visible presence for the purpose of deterring crime;

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- Maintains good public relations and provides an identifiable source for employees and customers to go to for assistance, guidance, protection and service;
- Performs a daily activity of public relations through speaking with employees and customers, responding to their needs, as needed;
- Informs his/her supervisor immediately of any situation which appears to be out of the ordinary;
- Performs security and safety checks;
- Produces documentation and give testimony in open court, as necessary;
- Provides support for Police Officers at the scene of an incident and remains aware of surroundings for other potential problems;
- Responds to alarms within respective facility;
- Maintains an awareness of any emergency situation including fires and natural disasters, and contacts the appropriate agency or City department;
- Completes thorough and accurate reports of all incidents and completes special reports for his/her supervisor as requested;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps his/her supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to customers questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Some knowledge of applicable local, State and Federal laws;
- Some knowledge of current security practices and methods;
- Ability to work in situations involving employees, customers and to make quick decisions which secure the safety of all individuals involved;
- Ability to use good judgement;
- Ability to establish facts, draw conclusions, and solve practical problems;
- Ability to work with people and secure their cooperation without the use of violence;
- Ability to perform investigations, question witnesses and prepare written reports;
- Ability to quickly learn applicable City policies, procedures, and ordinances;
- Ability to perform or learn basic first aid procedures;
- Ability to perform duties in a professional manner and appearance;

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- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from High School or possession of a GED; and
- Some related public service experience preferably in security or law enforcement ; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Ability to pass a background check.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to observe activities in the course of security duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate cell phones, radios and related equipment to respond to requests for assistance;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to accomplish the assigned tasks.

Approved by: BMA
Revised by: BMA

Date: 11/14/01
Date: 4/17/07

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City of Manchester Welfare Department

1528 Elm Street
Manchester, NH 03101-1350
(603) 624-6484 FAX (603) 624-6423
www.ci.manchester.nh.us

Paul R. R. Martineau
Commissioner

November 15, 2007

RECEIVED

NOV 19 2007

City of Manchester Human Resources & Insurance Committee
c/o City Clerk
One City Hall Plaza
Manchester, NH 03101

Re: Adding a new position, Security Officer, to the Welfare Department

Dear Committee Members:

I am writing this letter requesting the addition of a new position, Security Officer, to the Welfare Department.

My department is dealing with an increasing number of applicants/clients with criminal backgrounds, mental health problems, drug addiction and/or gang affiliations. There has been a significant increase in confrontations and threats between applicants/clients and my staff. In the past, these situations occurred infrequently. Now they are becoming almost a weekly occurrence. We have also experienced situations where volatile encounters have occurred between clients in our waiting room. Fortunately, up to this point we have only had to use the threat of calling the police to diffuse confrontational situations.

As I'm sure you realize, **the safety of my staff is of utmost importance**. I am also responsible for our applicant/client safety while in our premises.

My department does not have the facilities to screen for weapons or a means of identifying potentially dangerous individuals. Once a client enters our inner offices, the entire staff is **"at risk"**.

We do have two "secure rooms" that are "bullet resistant" and are used to interview clients who are known to be belligerent and/or disruptive. However, because of the limited number of "secure rooms" to accommodate eight caseworkers, new applicants whose backgrounds and temperaments are unknown must be interviewed in individual caseworker offices. Once in the inner offices of the department, the only recourse my staff has to deal with serious

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situations is to utilize the silent alarm system. However, activating the alarm does not resolve the immediate exposure to potential harm.

At our weekly meetings, my staff has expressed its concerns about personal safety and well-being. "Red" Robidas, the City's Security Director, and I met with Chief Jaskolka and Deputy Chief Lussier to discuss steps to address the problem. While we are somewhat better prepared to deal with some situations, I feel it's imperative that the City provide my department with the physical presence of a Security Officer. The officer would be an added deterrent in preventing disruptive and potentially serious situations.

Since this position has not been budgeted, I feel that the expense would be more than offset by surpluses in our line item budget and/or the welfare benefit recoveries. My department has returned significant money to the general fund for the past five years since I have been Welfare Commissioner.

This is a very serious situation impacting City employee safety that needs to be addressed immediately.

I trust that you agree with me and will take the necessary prompt action to approve my request.

Sincerely,


Paul R. R. Martineau
Welfare Commissioner

Cc: Mayor Frank Guinta, Board of Aldermen, Virginia Lamberton

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